

AMENDMENTS

*In the Claims*

1. (Previously Presented) An apparatus comprising:  
means for receiving a first request in a first media format of a plurality of different media formats via a first communication channel of a plurality of communication channels, wherein  
each communication channel of the plurality of communication channels has an associated media format of the plurality of different media formats;  
means for receiving a second request in a second media format of the plurality of different media formats via a second communication channel of the plurality of communication channels;  
means for determining media formats that each agent of one or more agents is authorized to access, wherein  
the media formats that each agent of the one or more agents is authorized to access comprise at least one of the plurality of different media formats;  
and  
means for assigning, in response to the determining, the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats that each agent of the one or more agents is authorized to access.
2. (Original) The apparatus, as set forth in claim 1, further comprising:  
means for assigning the one or more agents to handle the first and second requests based on the subject matter of the first and second requests and the skills associated with the one or more agents.
3. (Original) The apparatus, as set forth in claim 1, further comprising:  
means for queuing the first and second requests until one of the one or more agents is available to accept the first or second requests.

4. (Original) The apparatus, as set forth in claim 1, further comprising:  
means for assigning the first and second requests to the one or more agents based on a set  
of rules.
5. (Original) The apparatus, as set forth in claim 4, further comprising:  
means for allowing an agent to decline being assigned to the first or second requests.
6. (Original) The apparatus, as set forth in claim 4, further comprising:  
means for allowing an agent to route a request assigned to the agent to another agent.
7. (Previously Presented) A method comprising:  
receiving a first request in a first media format of a plurality of different media formats  
via a first communication channel of a plurality of communication channels,  
wherein  
each communication channel of the plurality of communication channels has an  
associated media format of the plurality of different media formats;  
receiving a second request in a second media format of the plurality of different media  
formats via a second communication channel of the plurality of communication  
channels;  
determining media formats that each agent of one or more agents is authorized to access,  
wherein  
the media formats that each agent of the one or more agents is authorized to  
access comprise at least one of the different media formats; and  
in response to the determining, assigning the one or more agents to handle the first and  
second requests based on the media formats of the first and second requests and  
the media formats that each agent of the one or more agents is authorized to  
access.
8. (Original) The method, as set forth in claim 7, further comprising:  
assigning the one or more agents to handle the first and second requests based on the  
subject matter of the first and second requests and the skills associated with the  
one or more agents.

9. (Original) The method, as set forth in claim 7, further comprising:  
queuing the first and second requests until one of the one or more agents is available to  
accept the first or second requests.
10. (Original) The method, as set forth in claim 7, further comprising:  
assigning the first and second requests to the one or more agents based on a set of rules.
11. (Original) The method, as set forth in claim 10, further comprising:  
allowing an agent to decline being assigned to the first or second requests.
12. (Original) The method, as set forth in claim 10, further comprising:  
allowing an agent to route a request assigned to the agent to another agent.
13. (Original) A computer readable storage media comprising:  
computer instructions to implement the method of claim 7.
14. (Original) A signal in a carrier medium comprising:  
computer instructions to implement the method of claim 7.
15. **(Currently Amended)** A system comprising:  
a first computer server ~~operable~~ configured to receive a first request in a first media  
format of a plurality of different media formats via a first communication channel  
of a plurality of communication channels and a second request in a second media  
format of the plurality of different media formats via a second communication  
channel of the plurality of communication channels; and  
a queuing engine ~~operable~~ configured to  
determine media formats that each agent of one or more agents is authorized to  
access, wherein  
the media formats that each agent of the one or more agents is authorized  
to access comprise at least one of the different media formats, and  
[[to]]

in response to determining the media formats that each agent of the one or more agents is authorized to access, to assign the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats that each agent of the one or more agents is authorized to access.

16. **(Currently Amended)** The system, as set forth in claim 15, wherein the queuing engine is further ~~operable~~ configured to:

assign the one or more agents to handle the first and second requests based on the subject matter of the first and second requests and the skills associated with the one or more agents.

17. **(Currently Amended)** The system, as set forth in claim 15, wherein the queuing engine is further ~~operable~~ configured to:

queue the first and second requests until one of the one or more agents is available to accept the first or second requests.

18. **(Currently Amended)** The system, as set forth in claim 15, wherein the queuing engine is further ~~operable~~ configured to:

assign the first and second requests to the one or more agents based on a set of rules.

19. **(Currently Amended)** The system, as set forth in claim 10, wherein the queuing engine is further ~~operable~~ configured to:

allow an agent to decline being assigned to the first or second requests.

20. **(Currently Amended)** The system, as set forth in claim 10, wherein the queuing engine is further ~~operable~~ configured to:

allow an agent to route a request assigned to the agent to another agent.